

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

February 07, 2017

**Aldermen Hirschmann, Ludwig,
Long, Shea, Katsiantonis**

6:30 p.m.

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Hirschmann calls the meeting to order.
2. The Clerk calls the roll.
3. Vitals SmartShopper Report.
(Note: Provided for informational purposes only; no action required.)
4. Update from the Human Resources Director regarding City wellness activities.
(Note: Provided for informational purposes only; no action required.)
5. Vacancy requisition requests and approvals report submitted by the Human Resources Director.
(Note: Provided for informational purposes only; no action required.)
6. Summary of outstanding arbitrations and grievances to be submitted by Daniel Cocuzzo, Chief Negotiator, if available.
(Note: Provided for informational purposes only; no action required.)
7. Request from Mark Brewer, Airport Director, to eliminate one LAN Administrator, grade 21, from the Airport complement and add one Computer and Network Infrastructure Manager, grade 23.
Gentlemen, what is your pleasure?

8. Communication from Enoch Willard, Chief of Police, requesting approval of an A-Step for Assistant Chief Capano.
Gentlemen, what is your pleasure?

TABLED ITEMS

(A motion is in order to remove any item from the table.)

9. Report of the committee advising that the Member Medical presentation has been received and filed.
(Note: Referred back to the committee by the Board of Mayor and Aldermen at a meeting held on October 18, 2016.)
10. Discussion regarding the budgeted position for a LADAC.
(Tabled 6/7/16)
11. If there is no further business, a motion is in order to adjourn.

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

January 27, 2017

To: Keith Hirschmann, Chair, Human Resources and Insurance Committee
From: Jane E. Gile, HR Director
RE: Vitals SmartShopper Report

COMPASS Reports

Attached is the City of Manchester year end claim report through December 2016. The shopping rate continues to be over 15%. Remicade is at 47%. In calendar year 2016, the gross savings minus incentives paid and program fees resulted in net savings to the City of \$273,833.

There were 376 claims paid through SmartShopper for 193 unique program users. As previously reported, an aggressive engagement strategy is being implemented by SmartShopper in 2017 that will provide direct marketing to members through monthly targeted mail campaigns. SmartShopper will continue to expose employees to the program through on-site and in-person participation at employee orientation meetings, open enrollment meetings and various wellness initiatives including flu shot administration, bio-metric screenings and the annual employee BBQ. In addition, other executions are planned including formatted emails to members encouraging them to earn cash rewards, web banners and video links on the city's website, a .vcf file for members to download as a quick and easy cell phone contact and SmartShopper will avail themselves to other outreach as indicated.



SmartShopper Program Summary - City of Manchester
Monthly Summary for December 2016



Savings Summary

	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$30,922	\$2,225	\$28,697	\$5,739	\$22,958	388 %	1,290 %	28
QTD	\$89,856	\$7,400	\$82,456	\$16,491	\$65,965	376 %	1,114 %	91
YTD	\$369,266	\$26,975	\$342,291	\$68,458	\$273,833	387 %	1,269 %	376

* Net Savings = Gross Savings - Incentives - Program Fees

** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary

Measure	December 2016	Year To Date
Distinct Members	3,067	
Distinct Members with a Claim	334 (11%)	1,788
Distinct Members with Shopping Activity	41 (1%)	269
Distinct Members with an Incentive Paid	25 (1%)	193

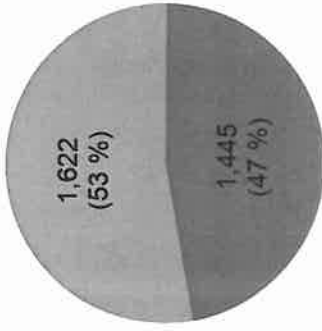
Conversion Rate Summary Year-to-Date

Shopping Rate	15.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	42.8 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$389.85	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$910.35	The Average Savings Per Incentive is the average actual savings for each incentive earned

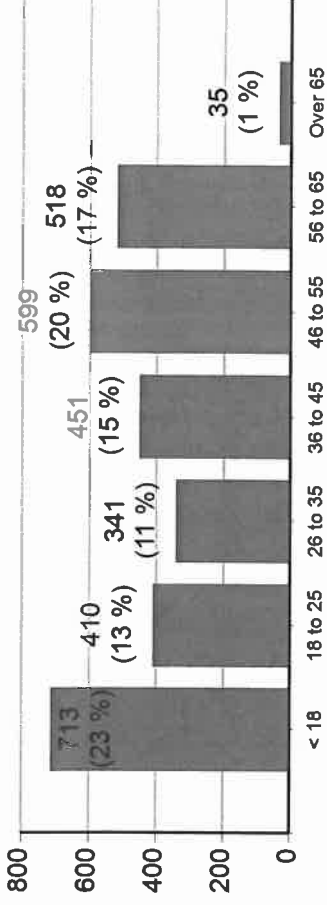


Distinct Members by Gender

Female
Male

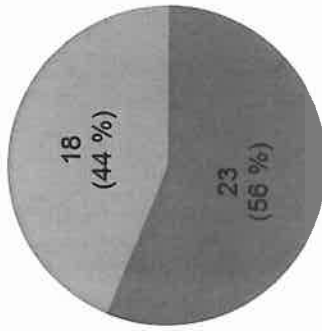


Distinct Members by Age

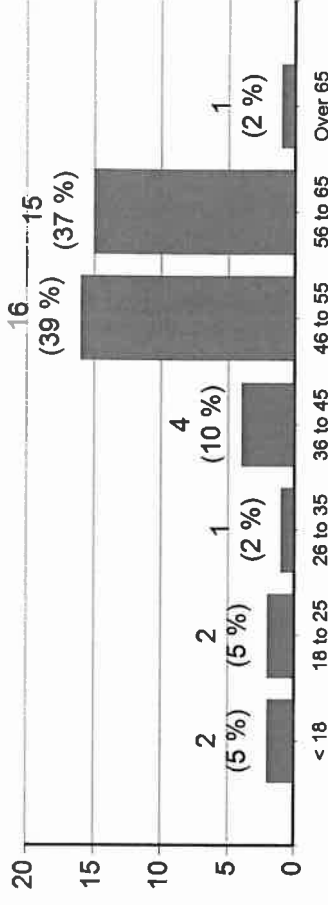


Distinct Shoppers by Gender

Female
Male

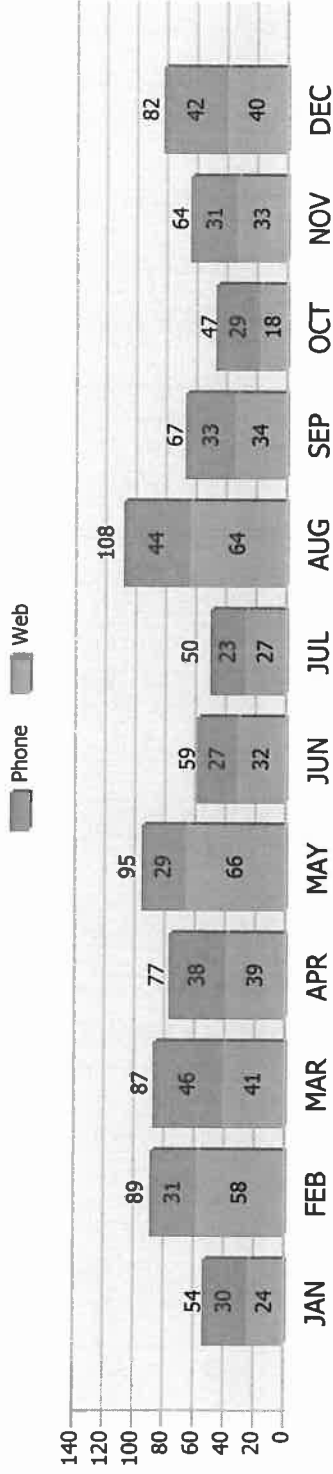


Distinct Shoppers by Age

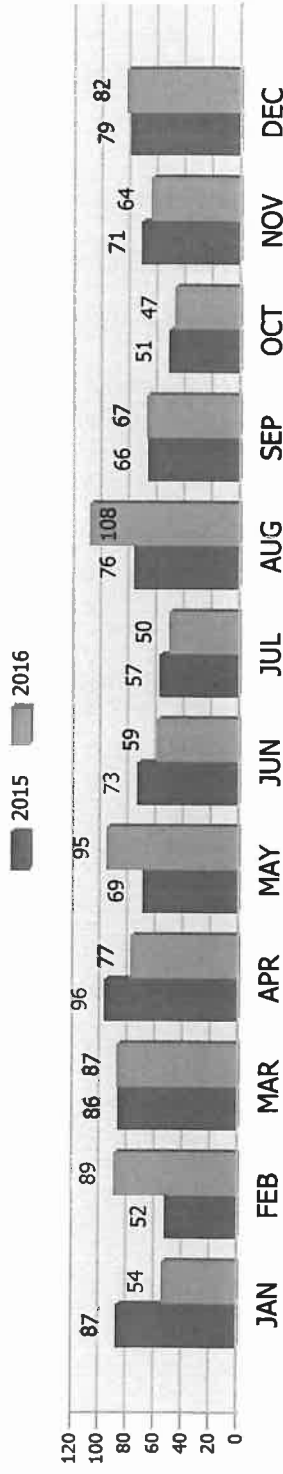




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	15	9	1	7 %	\$4,513	\$4,513	\$2,734	\$38,274	1.3 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	8	0	0	0 %	\$0	\$0	\$7,043	\$56,344	0.0 %
Bone and Joint Imaging	6	2	0	0 %	\$0	\$0	\$169	\$1,012	0.0 %
Bone Density	49	7	6	12 %	\$760	\$127	\$128	\$5,507	0.2 %
Breast Biopsy	11	0	0	0 %	\$0	\$0	\$1,378	\$15,158	0.0 %
Bronchoscopy	0	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	2	3	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	5	3	0	0 %	\$0	\$0	\$1,756	\$8,781	0.0 %
Cataract Removal	15	7	1	7 %	(\$50)	(\$50)	\$1,795	\$25,125	0.0 %
Colonoscopy	139	92	28	20 %	\$28,834	\$1,030	\$971	\$107,807	8.4 %



SmartShopper Program Summary - City of Manchester
Monthly Summary for December 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	356	18	6	2 %	\$3,101	\$517	\$648	\$226,687	0.9 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	15	1	1	7 %	\$1,012	\$1,012	\$428	\$5,996	0.3 %
Education Call	0	24	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	14	2	0	0 %	\$0	\$0	\$2,703	\$37,843	0.0 %
Hammertoe Correction	1	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	17	1	0	0 %	\$0	\$0	\$3,593	\$61,075	0.0 %
Hysterectomy	3	0	0	0 %	\$0	\$0	\$1,359	\$4,076	0.0 %
Hysteroscopy	17	0	0	0 %	\$0	\$0	(\$100)	(\$1,700)	0.0 %
Knee Surgery	22	7	1	5 %	\$2,133	\$2,133	\$3,067	\$64,408	0.6 %
Lab/Blood Work	3,116	321	189	6 %	\$45,583	\$241	\$255	\$747,330	13.3 %
Lithotripsy - Kidney Stones	5	2	0	0 %	\$0	\$0	\$4,494	\$22,472	0.0 %
Mammogram	568	81	42	7 %	\$2,437	\$58	\$67	\$35,099	0.7 %
MRI	333	126	29	9 %	\$22,299	\$769	\$720	\$218,867	6.5 %
PET Scan	8	0	0	0 %	\$0	\$0	(\$15)	(\$120)	0.0 %
Physical Therapy	444	78	32	7 %	\$64,106	\$2,003	\$1,944	\$800,927	18.7 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	45	18	21	47 %	\$138,821	\$6,611	\$7,446	\$178,694	40.6 %
Shoulder Surgery	29	5	2	7 %	\$18,021	\$9,010	\$5,428	\$146,558	5.3 %
Sinus Surgery	47	10	2	4 %	\$2,807	\$1,404	\$3,242	\$145,869	0.8 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	8	1	1	13 %	\$2,311	\$2,311	\$1,588	\$11,117	0.7 %
Tubal Ligation	7	0	0	0 %	\$0	\$0	\$4,784	\$33,486	0.0 %
Ultrasound	339	27	9	3 %	\$2,391	\$266	\$141	\$46,548	0.7 %
Upper GI	76	23	5	7 %	\$3,212	\$642	\$1,093	\$77,611	0.9 %
Urethra and Bladder Scope	17	0	0	0 %	\$0	\$0	\$581	\$9,883	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	5,737	878	376	6.6 %	\$342,291			\$3,130,732	

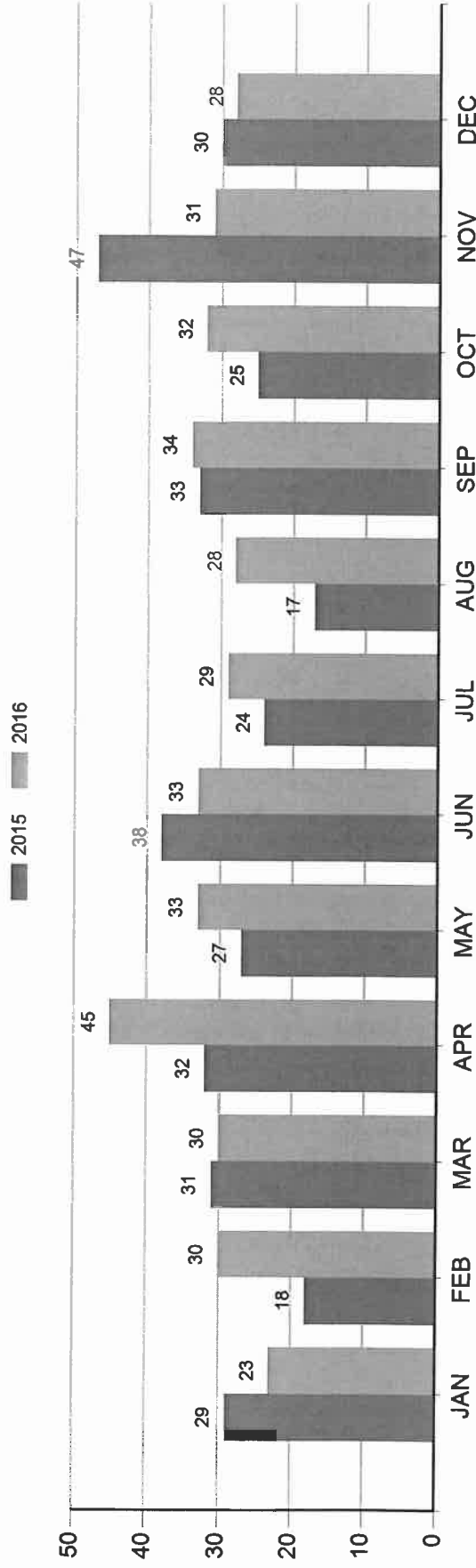


Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

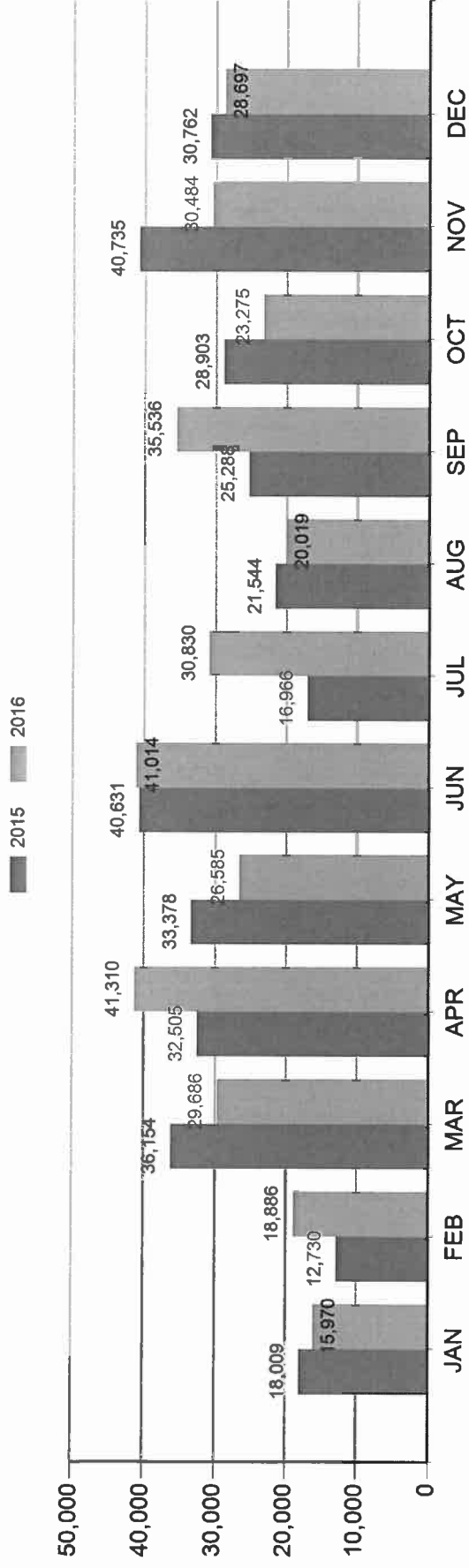
Incurred Claims: Count of claims (per distinct date of service per member)
Shopping Activity: Total count of searches by members and Compass agents
Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider
Success Rate: Number of Incentives Paid/Incurred Claims
Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping
SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.
SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)
% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year





Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester
Monthly Summary for December 2015



Savings Summary

	Gross Savings	Incentives Paid	Claims Savings	Admin Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$32,787	\$2,025	\$30,762	\$6,152	\$24,609	401 %	1,519 %	30
QTD	\$108,024	\$7,625	\$100,399	\$20,080	\$80,319	390 %	1,317 %	102
YTD	\$361,804	\$24,200	\$337,604	\$67,521	\$270,083	394 %	1,395 %	351

* Net Savings = Gross Savings - Incentives - Admin Fees

** Incentive ROI measures the return on incentive dollars and does not include any admin fees

Population Summary

Measure	December 2015	Year To Date
Distinct Members	3,140	
Distinct Members with a Claim	373 (12%)	1,749
Distinct Members with Shopping Activity	37 (1%)	290
Distinct Members with an Incentive Paid	27 (1%)	186

Conversion Rate Summary Year-to-Date

Shopping Rate	15.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	40.6 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.2 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$390.75	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$961.83	The Average Savings Per Incentive is the average actual savings for each incentive earned

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

January 27, 2017

Keith Hirschmann, Chair
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: *City Wellness Activities – New Year, New You Wellness Challenge*

Dear HRIC Members:

The City's Wellness Committee has launched its first Wellness Challenge of the New Year. The six week program begins on January 30, 2017 and provides a number of activities aimed at getting employees to focus on taking care of themselves and making a commitment to health and happiness in 2017.

The program provides three wellness options:

Fitness Only:

Employees can access the YMCA in Manchester and Goffstown twice a week at no charge, enjoying the benefits of membership. Or they can record their own fitness activities and be eligible for gift cards and Fitbits.

Nutrition Series and Fitness:

A six week weekly nutrition class with access to the YMCA is available for up to 80 employees who register.

Personalized Fitness and Nutrition:

A third option includes a 6 week group program that meets twice weekly with access to the YMCA. The group program includes personal goal setting provided by YMCA personal trainers and is open to the first 24 participants.

Respectfully submitted,



Jane E. Gile, SPHR, SHRM S-CP
Human Resources Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065

E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Presented by:



NEW YEAR, NEW YOU Wellness Challenge

January 30th-March 10th

Let 2017 be the year that you focus on taking care of yourself! Make a commitment to health and happiness for you and your family. Let's have some fun!

All employees are invited to join a six-week **New Year, New You Wellness Challenge** for weekly access to the YMCA of Downtown Manchester or the YMCA Allard Center of Goffstown, nutrition workshops, or personalized fitness and nutrition planning. **Employees will track their activities TWICE PER WEEK for the duration of the program to qualify for prizes!** Activities will include both exercise and attendance at nutrition and group programs, as well as allow employees to log exercise that happens outside of the Y. **Registration will be handled on a first come, first served basis, when space is limited.**

CHALLENGE OPTIONS: There are 3 options:

#1: Fitness - Access to the YMCA in Manchester or Goffstown twice per week. Activities conducted outside of the YMCA will also count on the activity tracking cards. Unlimited Registration.

#2: Nutrition Series & Fitness - 6-week nutrition class that meets once per week with access to the YMCA. Class will include a cooking session and a guided supermarket shopping tour provided by Hannaford. Up to 80 Employees.

#3: Personalized Fitness and Nutrition - 6-week group program that meets twice per week with access to the YMCA. Class will focus on personal goal setting provided by YMCA personal trainers. Up to 24 Employees.



Registration: Employees must register no later than **January 29th** at:

<https://www.surveymonkey.com/r/NewYearNewYouManch>

For questions, please email the Wellness Committee at WellnessCommittee@manchesternh.gov

Major Partner: Manchester Downtown YMCA

ADMIT ONE

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Jan. 30th-Mar. 10th | City Employees

★ New Year, New You ★

Join the City Wellness Committee's Winter Wellness Challenge!
3 Registration Options: Fitness Only; Nutrition Series & Fitness,
OR Personalized Nutrition & Fitness Planning
Track 2 Activities Per Week To Qualify for Prizes!

Please REGISTER by January 29th at:
<https://www.surveymonkey.com/r/NewYearNewYouManch>

SPONSORED BY THE CITY OF MANCHESTER
WELLNESS COMMITTEE

Jane Gile
Human Resources Director




CITY OF MANCHESTER

Human Resources Department

January 30, 2017

To: Keith Hirschmann, Chair
Human Resources and Insurance Committee

From: Jane E. Gile, HR Director 

Through: Jackie Curtis, Administrative Services Manager

Re: Vacancy Requisition Requests and Approvals through January 30, 2017

Attached is the Requisition Request Report for the filling of vacant positions. The report reflects the current practice of submitting the request first to HR for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for his approval.

Please note that prior to the October 4, 2016 BMA meeting, sworn safety personnel were exempt from receiving the Mayor's approval prior to hiring. Thus, the requisition was sent to HR for verification prior to commencing the hiring process.

Requisition Approval Report						
December 2016 - January 2017						
Requisition #	Department	Position	Date	HR	Sent to	Mayor
			Received	Approval	Mayor	Approved
Sep-16						
120-25-16	Airport	Airport Building Technician	9/19/2016	9/19/2016	9/19/2016	9/27/2016
123-55-16	Central Fleet Services	Equipment Mechanic II	9/23/2016	9/26/2016	9/26/2016	10/6/2016
122-50-16	Department of Public Works	Laborer	9/23/2016	9/23/2016	9/23/2016	11/30/2016
124-50-16	Department of Public Works	Refuse Collector	9/27/2016	9/27/2016	9/27/2016	rescind
125-50-16	Department of Public Works	Refuse Collector	9/27/2016	9/27/2016	9/27/2016	rescind
127-50-16	Department of Public Works	Accounting Specialist II	9/30/2016	9/30/2016	9/30/2016	10/6/2016
121-50-16	Department of Public Works	Equipment Operator II	9/23/2016	9/23/2016	9/23/2016	10/6/2016
115-27-16	Department of Public Works-EPD	WWTP Operator	9/3/2016	9/8/2016	9/8/2016	10/24/2016
116-27-16	Department of Public Works-EPD	WWTP Mechanic	9/6/2016	9/8/2016	9/8/2016	10/24/2016
119-50-16	Department of Public Works-EPD	Equipment Operator II	9/13/2016	9/13/2016	9/13/2016	10/6/2016
118-20-16	Planning & Community Dev.	Mechanical Inspector	9/8/2016	9/8/2016	9/8/2016	9/22/2016
126-33-16	Police	Police Officer	10/3/2016	approved by HR	x	x
Oct-16						
128-50-16	Department of Public Works	Chief Facilities Manager	10/5/2016	10/5/2016	10/5/2016	10/12/2016
129-54-16	Finance - Parking	Cashier	10/5/2016	10/6/2016	10/6/2016	10/12/2016
130-25-16	Airport	Airport Maintenance Worker I	10/6/2016	10/6/2016	10/6/2016	10/24/2016
131-25-16	Airport	Airport Maintenance Worker I	10/17/2016	10/18/2016	10/18/2016	11/14/2016
132-13-16	Information Systems	Computer Systems Specialist Assist	10/18/2016	10/18/2016	10/18/2016	11/17/2016
133-54-16	Finance - Parking	2-p/t Parking Control Officers	10/18/2016	10/18/2016	10/18/2016	10/25/2016
134-50-16	Department of Public Works	Laborer	10/19/2016	10/19/2016	10/19/2016	11/30/2016
135-50-16	Department of Public Works	Laborer	10/19/2016	10/19/2016	10/19/2016	1/30/2016
136-50-16	Department of Public Works	Laborer	10/19/2016	10/19/2016	10/19/2016	11/30/2016
137-50-16	Department of Public Works	Public Service Worker I	10/19/2016	10/19/2016	10/19/2016	pending
138-50-16	Department of Public Works	Recreation Mtce. Worker	10/28/2016	10/28/2016	10/28/2016	11/29/2016
139-50-16	Department of Public Works	Laborer	10/28/2016	10/28/2016	10/28/2016	pending

Requisition #	Department	Position	Date	HR	Sent to	Mayor
			Received	Approval	Mayor	Approved
Nov-16						
149-25-16	Airport	Dispatcher (Airport) 2 positions	12/1/2016	12/1/2016	pending	11/22/2016
148-50-16	Department of Public Works	Refuse Collector	11/28/2016	11/28/2016	11/30/2016	11/29/2016
142-10-16	Finance	Accountant I	11/4/2016	11/4/2016	11/4/2016	12/5/2016
141-41-16	Health	Community Health Nurse P/T	11/4/2016	11/4/2016	11/4/2016	11/15/2016
144-41-16	Health	Public Health Specialist II P/T	11/16/2016	11/16/2016	11/17/2016	11/22/2016
140-20-16	Planning & Community Dev.	Planning Technician	11/3/2016	11/3/2016	11/3/2016	11/15/2016
143-33-16	Police	Police Officer	11/10/2016	11/10/2016	11/10/2016	11/22/2016
145-33-16	Police	Emergency Service Dispatcher	11/17/2016	11/17/2016	11/17/2016	1/5/2017
146-33-16	Police	Emergency Service Dispatcher	11/17/2016	11/17/2016	11/17/2016	1/5/2017
147-33-16	Police	Police Officer New Grant	11/21/2016	11/21/2016	11/22/2016	15/5/17
Dec-16						
155-55-16	Central Fleet	Equipment Mtce. Superv.	12/22/2016	12/22/2016	12/22/2016	1/18/2017
156-55-16	Central Fleet	Equipment Mechanic II	12/22/2016	12/22/2016	12/22/2016	1/18/2017
151-50-16	Department of Public Works-Fac.	HVAC	12/15/2016	12/15/2016	12/15/2016	1/10/2017
152-13-16	Information Systems	Computer Systems Specialist	12/19/2016	12/19/2016	12/19/2016	1/4/2017
157-5-16	MEDO	Marketing & Retention Spec.	12/27/2016	12/27/2016	12/27/2016	1/10/2017
150-20-16	Planning & Community Dev.	Planning Tech	12/7/2006	12/12/2016	12/12/2016	12/12/2016
154-33-16	Police	Police Officer	12/21/2016	12/21/2016	12/21/2016	pending
153-29-16	Waterworks	Public Service Worker II	12/21/2016	12/21/2016	12/21/2016	pending
Jan-16						
1-50-17	Department of Public Works	Timekeeper	1/5/2017	1/6/2017	1/6/2017	1/10/2017
6-50-17	Department of Public Works	Refuse Collector	1/17/2017	1/17/2017	1/17/2017	pending
7-50-17	Department of Public Works	Lifeguard I	1/17/2017	1/17/2017	1/17/2017	pending
8-50-17	Department of Public Works	Lifeguard Supervisor	1/17/2017	1/17/2017	1/17/2017	pending
9-50-17	Department of Public Works	Rec. Maint Wkr Gill	1/18/2017	1/18/2017	1/18/2017	pending
10-50-17	Department of Public Works	Rec. Maint Wkr Golf	1/18/2017	1/18/2017	1/18/2017	pending
11-50-17	Department of Public Works	Rec. Maint Wkr Pools	1/18/2017	1/18/2017	1/18/2017	pending
12-50-17	Department of Public Works	Rec. Maint Wkr Parks	1/18/2017	1/18/2017	1/18/2017	pending
13-50-17	Department of Public Works	Rec. Maint Wkr Cemetery	1/18/2017	1/18/2017	1/18/2017	pending

Requisition #	Department	Position	Date	HR	Sent to	Mayor
			Received	Approval	Mayor	Approved
14-50-17	Department of Public Works	Rec. Maint Wkr	1/18/2017	1/18/2017	1/18/2017	pending
15-50-17	Department of Public Works	Pool Supervisor	1/18/2017	1/18/2017	1/18/2017	pending
16-50-17	Department of Public Works	Rec Aide	1/18/2017	1/18/2017	1/18/2017	pending
17-50-17	Department of Public Works	Recreation Specialist I	1/18/2017	1/18/2017	1/18/2017	pending
18-50-17	Department of Public Works	Recreation Specialist II	1/18/2017	1/18/2017	1/18/2017	pending
3-10-17	Finance	Accounting Technician	1/10/2017	1/10/2017	1/10/2017	pending
4-41-17	Health	Environmental Health Specialist	1/12/2017	1/12/2017	1/12/2017	pending
5-13-17	Information Systems	Computer Operator II	1/13/2017	1/13/2017	1/13/2017	pending
2-33-17	Police	Emergency Dispatcher	1/5/2017	1/6/2017	1/6/2017	1/10/2017
19-33-17	Police	Police Officer	1/25/2017	1/25/2017	1/25/2017	pending
* effective August 2, 2016 To Mayor for approval.						
** effective October 4, 2016-Fire & Police request go to the Mayor for approval.						
updated January 30, 2017						



Mark P. Brewer, A.A.E.
Airport Director

One Airport Road
Suite 300
Manchester, NH
03103-7450
Tel: 603-624-6539
Fax: 603-666-4101
www.flymanchester.com

20 January 2017

Honorable Keith Hirschmann, Chairman
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101


Dear Chairman Hirschmann:

The Airport respectfully requests a change of position on the Airport's organizational chart to remove the LAN Administrator (Grade 21), and add Computer and Network Infrastructure Manager (Grade 23). The job classification for the LAN Administrator no longer encompasses the scope of knowledge and experience required to maintain and operate the Airport's complex IT systems.

The proposed Computer and Network Infrastructure Manager (i.e. IT Manager), is required to plan, design and oversee all software and hardware technical support systems related to the Airport operation. The systems broadly include: Perimeter security, CCTV storage and security, all aspects of cyber security, various communication networks including data and telecommunications, runway lighting systems, flight information systems, a myriad of customized user systems, digital signage and terminal WIFI.

As another perspective of responsibility, the Airport's Computer and Network Infrastructure Manager is responsible for the operation of the following hardware on a 24/7 basis: Approximately 100 personal computers, 50 file servers, 50 data switches, 50 security access points, 30 digital display screens and kiosks, 85 telephones and numerous printers/copiers. The hardware is located throughout five distinct Airport facilities (i.e. terminal, airfield, rental car facility, parking garage and engineering building).

The Computer and Network Infrastructure Manager will continue to report to the Airport's Deputy Director and will be responsible for the direct supervision of two Computer Systems Specialists.

Respectfully,

Mark P. Brewer, A.A.E.
Airport Director

MPB/dab

Attachment

Copy: J. Gile
T. Malafronte
C. Keefe

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

January 23, 2017

Keith Hirschmann, Chair
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: Position Change Request - Airport

Dear HRIC Members:

Human Resources has reviewed Airport's request to remove the Lan Administrator (2195), grade 21 from its complement and to replace it with a Computer and Network Infrastructure Manager (2200), grade 23.

The request is based on the additional responsibilities associated with the position that align it with the proposed classification (see letter from Mark Brewer, Airport Director).

Attached are the respective job classifications and the pay scales associated with grades 21 and 23.

If the committee is in agreement with this request, the motion is as follows:

"Move to delete (1) one Lan Administrator (2195), grade 21 from the Airport complement of positions and add (1) Computer and Network Infrastructure Manager (2200), grade 23.

Respectfully submitted,



Jane E. Gile, SPHR, SHRM S-CP
Human Resources Director

Jennie Angell
Director, Information Services



CITY OF MANCHESTER
Information Systems Department

January 17, 2017

Honorable Keith Hirschmann, Chairman
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chairman Hirschmann;

I support Mark Brewer's requests to replace the LAN Administrator position with a Computer and Network Infrastructure Manager position. As I am sure you are aware, automated systems have evolved in complexity, criticality and security vulnerability. Airport has many different types of complex systems including some that provide life safety functions. It is imperative that the manager of these systems truly understands their design and interaction and stays fully abreast of industry best practices and changes in cyber security.

If Airport is going to be able to attract candidates with the knowledge, skills and abilities required for this position, the change in the position classification is necessary.

Sincerely,

Jennie Angell



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	LAN Administrator
Class Code Number	2195-21

General Statement of Duties

Performs technical planning, support and training assignments relating to data networks, LAN administration, network operating systems software at locations throughout the City; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure professional principles are applied in the support of networks. The work is performed under the supervision and direction of the Micro Computing/Networking Manager and Information Services Director but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Plans, organizes and provides technical support to LAN systems in various City departments;
- Establishes methods and criteria for the evaluation, selection, installation and configuration of local area networks and related equipment and software;

- Develops standards and procedures for the selection and use of desktop and network management software;
- Develops policies regarding security and disaster recovery relative to local area networks;
- Installs, configures and maintains file servers and network operating systems;
- Monitors and tunes system software, peripherals and networks;
- Installs new users, creates batch administration scripts and runs system back-ups;
- Performs troubleshooting and problem resolution on network systems;
- Reviews and analyses user requests for network connectivity, including advising and recommending the feasibility of proposed requests;
- Develops technical specifications for proposals and bids, including assisting in the evaluation process;
- Provides technical and operational training and support, including writing technical and operational documentation;
- Provides technical advice in evaluating trends in City network operations and makes projections and formulates plans based on those trends;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities

- Comprehensive knowledge of all facets of LAN systems, including procurement of equipment, installation, maintenance and administration;
- Comprehensive knowledge of micro-computer networks, including network operating systems, connectivity, and configuration;
- Thorough knowledge of diagnostic programs utilized in system maintenance and problem resolution activities for networks;
- Thorough knowledge of office terminology, procedures and equipment;
- Some knowledge of assigned department functions, procedures, policies and organization as they relate to computer support services;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to understand system user problems and needs;
- Ability to develop software customization and programming to enhance user productivity;
- Ability to perform effective network user support;

- Ability to diagnose and correct network operation problems;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Substantial knowledge of micro-computer systems and procedures, as it relates to network operating systems, including operating systems, and application software currently used by assigned departments;
- Substantial knowledge of the telecommunications utilized by the City, including administrative and troubleshooting procedures;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Computer Science; and
- Extensive experience in network systems; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to diagnose network problems and to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose network and micro-computer problems and to review a wide variety of materials in electronic or hardcopy form;

- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to maintain networks and to operate personal computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform timely network maintenance and to function within the general office environment.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Computer and Network Infrastructure Manager
Class Code Number	2200-23

General Statement of Duties

Manages and supervises the planning, operations, training and support of computers, software, networks, communications and security systems throughout the City; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to plan, design, and oversee technical support related to computers, networks wide area data communications, telecommunications, and voice systems and application programming analysis for assigned departments. The work is performed under the supervision and direction of the Information Services Director but extensive leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the class of Information Support Specialist, Computer Systems Specialist, LAN Administrator and related technical staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, technical vendors and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Specifies, designs, evaluates, selects and oversees the installation, configuration and maintenance of file servers, operating systems, computers and desktop software;

- Specifies, designs, evaluates, selects and oversees the installation of data, wide area and voice networks;
- Manages and supervises the activities of computer and communications support staff;
- Writes detailed technical specifications for proposals and bids, evaluates proposals and administers contracts;
- Procures hardware and software according to prescribed needs;
- Reviews and analyzes user requests for computers, desktop software, peripherals and connectivity, including giving advice and recommendations on the feasibility of any such request;
- Participates in the development of policies and procedures relating to the security of computers, network applications and disaster recovery;
- Enforces security measures in accordance with established policies and procedures;
- Evaluates trends in City communications and computer operations needs and makes projections and determinations based on those trends;
- Prepares budget for assigned area;
- Provides technical advice, administration, and maintenance of data networks, hardware and software applications;
- Installs and configures network servers and networked computers and related peripherals;
- Diagnoses the cause of computer network operation problems;
- Provides technical advice and assistance to other department staff as appropriate;
- Performs other duties of technical support personnel as needed;
- Provides and develops needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of computer networks, including operating systems, connectivity, and configuration;
- Comprehensive knowledge of computer systems and procedures, including maintenance, operating systems, and application software currently used by assigned departments;
- Comprehensive knowledge of the telecommunications utilized by the City, including administrative and troubleshooting procedures;

- Comprehensive knowledge of current computer problem diagnosis, parts replacement, and software problem resolution;
- Comprehensive knowledge of common carrier services and their uses;
- Comprehensive knowledge of structured communication facilities;
- Comprehensive knowledge of data communication hardware and protocols;
- Thorough knowledge of assigned department functions, procedures, policies and organization as they relate to computer support services;
- Thorough knowledge of diagnostic programs utilized in system maintenance and problem resolution activities for PC's and networks;
- Thorough knowledge of office terminology, procedures and equipment;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to understand system user problems and needs;
- Ability to develop application software customization and programming to enhance user productivity;
- Ability to perform effective computer user support;
- Ability to diagnose and correct computer system and network operation problems;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor Degree in Computer Science; and
- Extensive directly related information technology experience, including experience with multi-server, multi-location networks; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to diagnose network and computer problems and to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose network and computer problems and to review a wide variety of materials in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to maintain networks and to operate, install, maintain, and repair personal computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to transport assigned equipment as necessary to perform timely network maintenance and computer repair procedures, and to function within the general office environment.

Approved by: _____ BMA _____ Date: __4/19/16__

CITY OF MANCHESTER, NEW HAMPSHIRE PAY SCHEDULE - (FY2017) - 1%

GRADE	2016 STEP 1	2016 STEP 2	2016 STEP 3	2016 STEP 4	2016 STEP 5	2016 STEP 6	2016 STEP 7	2016 STEP 8	2016 STEP 9	2016 STEP 10	2016 STEP 11	2016 STEP 12	2016 STEP 13
GRADE 21 Ex (6S0) H	56,532.70	58,228.67	59,975.56	61,774.83	63,628.05	65,536.92	67,503.01	69,528.09	71,613.94	73,762.36	75,975.25	78,254.49	80,602.15
	27.17	27.99	28.86	29.70	30.59	31.54	32.48	33.44	34.46	35.47	36.52	37.63	38.77
	40.755	41.985	43.290	44.550	45.885	47.310	48.720	50.160	51.690	53.205	54.780	56.445	58.155
GRADE 21A Ex (6SA) H	58,511.35	60,266.70	62,074.71	63,936.94	65,855.04	67,830.70	69,865.60	71,961.60	74,120.44	76,344.06	78,634.37	80,993.42	83,423.18
	28.15	29.01	29.88	30.77	31.68	32.65	33.63	34.63	35.68	36.75	37.84	38.98	40.15
	42.225	43.515	44.820	46.155	47.520	48.975	50.445	51.945	53.520	55.125	56.760	58.470	60.225
GRADE 22 Ex (6T0) H	60,490.00	62,304.68	64,173.81	66,099.07	68,082.03	70,124.51	72,228.22	74,395.06	76,626.91	78,925.73	81,293.50	83,732.31	86,244.26
	29.09	29.95	30.85	31.75	32.75	33.72	34.71	35.78	36.84	37.98	39.10	40.27	41.49
	43.635	44.925	46.275	47.625	49.125	50.580	52.065	53.670	55.260	56.970	58.650	60.405	62.235
GRADE 22A Ex (6TA) H	62,607.15	64,485.37	66,419.94	68,412.51	70,464.90	72,578.85	74,756.23	76,998.88	79,308.87	81,688.13	84,138.79	86,662.95	89,262.83
	30.12	31.00	31.96	32.90	33.89	34.94	35.94	37.04	38.13	39.29	40.45	41.66	42.94
	45.180	46.500	47.940	49.350	50.835	52.410	53.910	55.560	57.195	58.935	60.675	62.490	64.410
GRADE 23 Ex (6U0) H	64,724.29	66,666.02	68,666.03	70,725.97	72,847.79	75,033.18	77,284.19	79,602.74	81,990.80	84,450.54	86,984.05	89,593.57	92,281.37
	31.09	32.07	33.01	34.01	35.04	36.09	37.17	38.27	39.43	40.60	41.82	43.07	44.39
	46.635	48.105	49.515	51.015	52.560	54.135	55.755	57.405	59.145	60.900	62.730	64.605	66.585
GRADE 23A Ex (6UA) H	66,989.64	68,999.35	71,069.32	73,201.40	75,397.44	77,659.38	79,989.14	82,388.81	84,860.49	87,406.30	90,028.49	92,729.33	95,511.21
	32.20	33.18	34.16	35.18	36.27	37.35	38.47	39.62	40.81	42.02	43.28	44.59	45.93
	48.300	49.770	51.240	52.770	54.405	56.025	57.705	59.430	61.215	63.030	64.920	66.885	68.895

Chief of Police
Enoch F. Willard
Assistant Chief
Carlo T. Capano



Commission
Scott R. Spradling, *Chairman*
Eva Castillo-Turgeon
Steven J. Spain
Charlie Sherman

CITY OF MANCHESTER
Police Department

January 12, 2017

Alderman Keith Hirschmann, Chairman
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Human Recourses Director's Denial of Assistant Chief Capano's A-Step

Dear Alderman Keith Hirschmann:

Assistant Chief Carlo Capano recently graduated from the FBI National Academy (FBINA). The FBINA is a professional course of study for U.S. law enforcement managers nominated by their agency heads because of demonstrated leadership qualities. The 11-week program provides coursework in intelligence theory, terrorism and terrorist mindsets, management science, law, behavioral science, law enforcement communication, and forensic science, it serves to improve the administration of justice in police departments and agencies at home and abroad and to raise law enforcement standards, knowledge, and cooperation worldwide. Internationally known for its academic excellence, the National Academy Program, held at the FBI in Quantico, Virginia, offers eleven weeks of advanced communication, leadership, and fitness training for selected officers having proven records as professionals within their agencies.

The FBINA is the gold standard in law enforcement and is considered the top program for the development of executive leaders. Less than 1% of police leaders in our country attend their prestigious program, and it is widely used as a mandatory requirement for selection of chief police positions across the country.

It is my considered and informed opinion that Assistant Chief Capano should be granted an A-Step for completing the FBINA. Currently, Human Resource Director Jane Gile has declined to support my position that the FBINA is, in and of itself, a qualifier. Ms. Gile sites *Section 5, Achievement Pay Threshold* as the reason for the denial of

Michael L. Briggs Public Safety Building
405 Valley Street • Manchester, New Hampshire 03103 • (603) 668-8711 • FAX: (603) 668-8941
E-mail: ManchesterPD@manchesternh.gov • Website: www.manchesterpd.com

A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY



Assistant Chief Capano's A-Step, which reads:

Achievement Pay Standards for each class of positions are grouped into three different kinds of categories: (1) Qualifying Additional Formal Education; (2) Qualifying Additional Specialized Training; and (3) Qualifying Additional Skills. In order for an employee to advance into an Achievement Pay Grade, the employee must successfully complete the required items within two (2) of the three (3) categories.

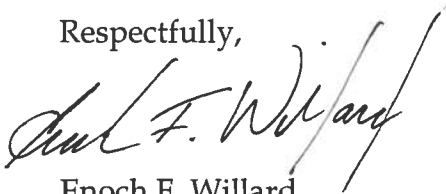
The section continues, however, and allows for one item to be a qualifier for an A-Step, so long as it is agreed upon by both the department head AND the Human Resources Director:

One completed category of required items may suffice to achieve an A-STEP provided the required items are proposed by the employee and / or bargaining unit representative, and approved by the department head and the Human Resources Director.

I strongly disagree that the FBINA is not a sole qualifier. The fact the City of Manchester negotiated in good faith with the Manchester Association of Police Supervisors (MAPS), that the FBINA is an automatic qualifier for an A-Step indicated the value that the City of Manchester has placed in the program, and every graduate of the FBINA thus far has qualified for an A-Step. Although I recognize that Assistant Chief Capano is no longer a member of MAPS, I believe the standard used to qualify FBINA should not be diminished simply because he is a non-affiliated employee. In fact, I believe it is unfair to deprive him of an A-Step, in that Assistant Chief Capano is being treated differently than others who have received such a benefit.

City policy allows the department head to bring this matter to the Human Resources and Insurance Committee when there is a dispute in granting an A-Step, as such, I respectfully ask the committee to take up this matter for discussion with hopes that it will go to the full board for a vote. It is indisputable that I am in a better position with greater understanding as to the virtues of such a program to make the determination that it is a sole qualifier that the Human Resources Director and ask for your consideration.

Respectfully,

A handwritten signature in black ink, appearing to read "Enoch F. Willard", with a stylized flourish at the end.

Enoch F. Willard
Chief of Police

UNITED STATES DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION



Issues this award thereby certifying that

Carlo Thomas Capano

Manchester Police Department, Manchester, New Hampshire


has completed a general course of instruction afforded by the

FBI National Academy

at Quantico in the state of Virginia for a period of eleven weeks

ending the sixteenth day of December in the year of two thousand and sixteen.


James B. Comey
Director
Federal Bureau of Investigation


David T. Resch
Assistant Director
Training Division



FBI National Academy Student Transcript

Carlo Thomas Capano

FBI Academy, Quantico, Virginia

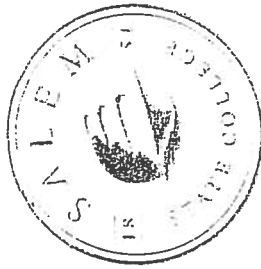
Session: NA266 - 10/03/2016 - 12/16/2016

This is to certify the student listed above attended the following courses of the FBI National Academy.

Course Number	Course Title	Classroom Hours	Semester Hours
0595	National Academy Networking and Enrichment	0	0
3200	Basic Psychology of Leadership	45	3
3370	Employment Law Issues for Law Enforcement Executives	45	3
3400	Fitness in Law Enforcement	30	2
3690	Public Speaking	45	3
3720	Contemporary Issues in Police and Media Relations	45	3
3890	Essentials for Law Enforcement Leaders	45	3

Total Credits: 17

In addition to the above identified course of study, all students participated in several plenary sessions dealing with selected National Law Enforcement issues, additional time was allocated for staff consultation, study and research and voluntary participation in the National Academy enrichment and physical fitness challenge programs.



SALEM STATE COLLEGE

THE BOARD OF TRUSTEES OF SALEM STATE COLLEGE,
IN ACCORDANCE WITH THE RECOMMENDATION OF THE FACULTY AND THE PRESIDENT,
AND WITH THE AUTHORITY CONFERRED BY THE HIGHER EDUCATION COORDINATING COUNCIL
OF THE COMMONWEALTH OF MASSACHUSETTS, HEREBY AWARDS TO

Carlo Thomas Capano

the degree of

BACHELOR OF SCIENCE

WITH ALL THE HONORS, RIGHTS, PRIVILEGES, AND OBLIGATIONS APPERTAINING THERETO.

GIVEN AT SALEM, MASSACHUSETTS THIS EIGHTEENTH DAY OF MAY, 1996.

Elizabeth B. Rawlin

Chairperson, Board of Trustees

Mary D. Harrington

President

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Human Resources/Insurance respectfully advises, after due and careful consideration, that the Member Medical presentation has been received and filed.

(Unanimous vote)

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held October 18, 2016, on a motion of Alderman O'Neil, duly seconded by Alderman Long, the report of the Committee was referred back to the Committee on Human Resources/Insurance.

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

City Clerk